

Alan F. Ciamporcero
Vice President

1275 Pennsylvania Avenue, N.W., Suite 400
Washington, D.C. 20004
(202) 383-6416

PACIFIC  **TELESIS**
Group-Washington

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March 27, 1996

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF SECRETARY

EX PARTE

William F. Caton
Acting Secretary
Federal Communications Commission
Mail Stop 1170
1919 M Street, N.W., Room 222
Washington, D.C. 20554

Re: CC Docket No. 95-116 - Telephone Number Portability

Dear Mr. Caton:

Attached are the responses to the FCC data request on interim number portability. Please associate this material with the above-referenced docket.

We are submitting two copies of this notice in accordance with Section 1.1206(a)(1) of the Commission's Rules.

Please stamp and return the provided copy to confirm your receipt. Please contact me should you have any questions or require additional information concerning this matter.

Sincerely,

Alan F. Ciamporcero

Attachment

cc: Matt Harthun
Susan McMaster

No. of Copies rec'd 0+1
List ABCDE

TO: Jerry Abercrombie
FROM: Jim Ramsey
DATE: Thursday, March 21, 1996
SUBJECT: FCC INP Data Request

Attached are the responses to the FCC data request on interim number portability using RCF or DID.

As discussed, we are providing direct embedded costs at this time in lieu of incremental costs. Please inform me if in discussions with the FCC they request incremental costs to be provided in the future.

Please call me should you have any questions.

FCC Data Request - Interim Number Portability

Q.1 For both INP-RCF and DID, what are the incremental costs of providing number portability. Include diagram of how service is provided. Identify cost component for: termination; feature activation, call reorigination, transport, tandem switching, other operating costs, other cost components specific to Pacific Bell. Please identify cost on intraswitch and interswitch basis. Provide average number of ported calls for intra and interswitch.

A.1 We are providing embedded direct costs at this time because incremental costs as described have not been developed. All costs are reflected on a per unit basis. The average number of ported calls are not provided concordant with unit costs.

For INP-RCF; call reorigination, transport, and tandem switching are assumed to be similar to Feature Group B (FGB) costs, thus these cost components are all included in the cost per minute for FGB. Additionally, FGB costs are assumed to be tandem interswitch calls, therefore intraswitch costs are not identified. The INP-RCF feature cost component is identified separately from the FGB cost.

DID costs consist of three cost components: the DID number block, the end office circuit termination, and the DID access trunk. The DID number and the functions of call termination, route indexing, digit outpulsing, and transport are all included in the these three cost components.

Q.2 Provide administrative costs of INP-RCF and DID, such as billing, record keeping, service fees in turning service on and off for someone else.

A.2 Administrative costs such as billing and record keeping are reported in the monthly recurring costs. The costs of turning service on and off are identified in the non-recurring costs.

The non-recurring costs for INP-INP-RCF (some pages may indicate DNCF, this is Pacific Bell's name for its INP version and stands for Directory Number Call Forwarding) differ whether the customer's existing service that is to be disconnected and replaced by INP-INP-RCF is POTS (residence or business or multiline hunt group [HML], or DID, or centrex. This is because additional activities are performed to convert these types of telephone numbers to an INP-INP-RCF number; activities which would not occur on a normal disconnect. Thus, non-recurring costs are shown separately by type of service being disconnected. Also, the costs for change and record type orders are shown in addition to new [in] and disconnect [out]. Changes to the INP-INP-RCF service after it is installed could include changing the forward-to number, for example. An example of a record order could be to change the billing name or address.

Q.3 If any costs are not captured above, identify and specify.

A.3 The cost of terminating the ported call on the connecting carrier's network would be equal to the rate charged by the terminating carrier for call termination. We did not attempt to make any assumption for these charges, for example, equal to FGB costs, therefore they are not captured. If known, they would be additive to the FGB costs.

Normally when providing embedded costs the FCC methodology requires adding common overhead costs such that the result is fully allocated embedded costs. For Pacific Bell, the additional common overhead typically added is in the range of 10% to 11% of the total unit cost. To expedite this data request response, the common overhead costs have not been calculated and included.

Q.4 Does the number of ported calls affect the costs of interim number portability and explain cost relationship.

A.4 No.

Q.5 Is the cost per call dependent on number of minutes or messages, or dependent on number of lines.

A.5 INP-RCF costs are dependent on number of minutes or messages. The INP-RCF usage (FGB cost) is expressed on a per minute basis.

Q.6 If there are non-recurring costs, how long of a period are they recovered over.

A.6 Our non-recurring costs include both service origination and termination (i.e. installation and disconnect). As long as both of these costs are included in the service fee and paid up front, there is no length of time required for cost recovery.

Q.7 When identifying costs, tell how they are incurred, whether non-recurring, monthly, per minute or by message.

A.7 These are indicated above and in attachments.

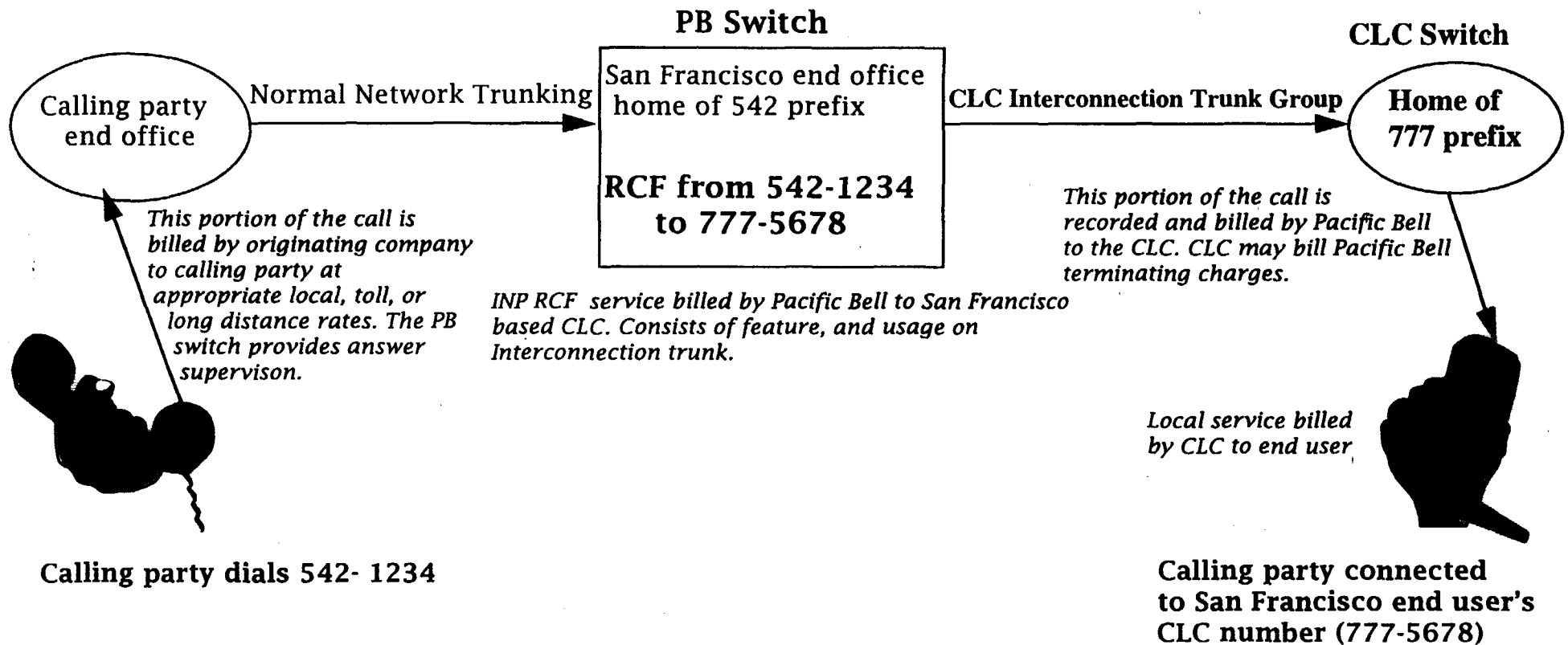
RCF

Monthly Recurring Costs

**PROPRIETARY INFORMATION
NOT FOR USE OR DISCLOSURE OUTSIDE PACIFIC BELL
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INP Using RCF

**San Francisco end user changes local service
from Pacific Bell to a San Francisco based CLC**



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PACIFIC BELL PROFITABILITY REPORT
 COST SUMMARY
 DIRECT EMBEDDED (\$)
 1994 ACTUALS - TOTAL YEAR (BASED ON 10.0% RATE OF RETURN)

PRODUCT: RCF - BUS 17.2

FEATURE

| | RECURRING COST |
|---------------------------------------|-------------------|
| NETWORK SUPPORT | 18,233 |
| GENERAL SUPPORT | 345,211 |
| CENTRAL OFFICE | 16,790 |
| INFO. ORIGN./TERMIN. | 0 |
| CABLE AND WIRE FACILITIES | 0 |
| OTHER PROPERTY PLANT AND EQUIP. | 3 |
| NETWORK OPERATIONS | 711,683 |
| DEPRECIATION AND AMORTIZATION | 658,739 |
| MARKETING | 2,277,363 |
| CUSTOMER SERVICES | 1,020,932 |
| EXECUTIVE AND PLANNING | 0 |
| GENERAL AND ADMINISTRATIVE | 871,947 |
| OFFICIAL COMPANY SERVICES | 120,077 |
| OTHER | 0 |
| EXPENSES | 6,040,978 |
| INCOME TAX AT EQUITY RETURN REQUIREME | 94,910 |
| OTHER OPERATING TAXES | 85,944 |
| TAXES | 180,854 |
| INTEREST AND RELATED ITEMS | 105,287 |
| EQUITY RETURN REQUIREMENT | 176,922 |
| MISCELLANEOUS | 282,209 |
| TOTAL COST | 6,504,041 |

| | |
|---------------------------|---------|
| Average In-Service Volume | 167,972 |
|---------------------------|---------|

data from another program

UNIT COST 3.23

RATE OF RETURN * *: 10.0%

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PACIFIC BELL PROFITABILITY REPORT

COST SUMMARY

DIRECT EMBEDDED (\$)

1994 ACTUALS - TOTAL YEAR (BASED ON 10.0% RATE OF RETURN)

PRODUCT : SWITCHED ACCESS IS - FGB - *SURROGATE FOR RLF USAGE*

| | RECURRING COST |
|---|-------------------|
| NETWORK SUPPORT | 9,272 |
| GENERAL SUPPORT | 1,444,184 |
| CENTRAL OFFICE | 3,776,941 |
| INFO. ORIGN./TERMIN. | 0 |
| CABLE AND WIRE FACILITES | 281,904 |
| OTHER PROPERTY PLANT AND EQUIP. | 3 |
| NETWORK OPERATIONS | 4,008,866 |
| DEPRECIATION AND AMORTIZATION | 14,485,536 |
| MARKETING | 1,385,494 |
| CUSTOMER SERVICES | 71,433 |
| EXECUTIVE AND PLANNING | 0 |
| GENERAL AND ADMINISTRATIVE | 1,387,437 |
| OFFICIAL COMPANY SERVICES | 207,728 |
| OTHER | 0 |
| EXPENSES | 27,016,798 |
| INCOME TAX AT EQUITY RETURN REQUIREMENT | 3,109,222 |
| OTHER OPERATING TAXES | 1,449,610 |
| TAXES | 4,558,832 |
| INTEREST AND RELATED ITEMS | 3,449,175 |
| EQUITY RETURN REQUIREMENT | 5,795,924 |
| MISCELLANEOUS | 9,245,099 |
| TOTAL COST | 40,820,729 |

UNIT COST

.02 PER minute

RATE OF RETURN * *: 10.0%

PROPRIETARY INFORMATION
NOT FOR USE OR DISCLOSURE OUTSIDE PACIFIC BELL
EXCEPT UNDER WRITTEN AGREEMENT.

RCF
Non-recurring
Costs

PROPRIETARY INFORMATION
NOT FOR USE OR DISCLOSURE OUTSIDE PACIFIC BELL
EXCEPT UNDER WRITTEN AGREEMENT.

UNBUNDLED - Direct Number Call Forwarding/REF
DIRECT EMBEDDED COSTS

| Product Description | SERVICE ORDER | | | | CHANNEL CONNECT | | | | TOTAL NEW SERVICE | TOTAL Disc. SERVICE | TOTAL NEW & DISC. |
|------------------------------|---------------|--------------|---------------|---------------|-----------------|--------------|---------------|---------------|-------------------------|---------------------------|-------------------------|
| | New (A) | Disc. (B) | Change (C) | Record (D) | New (E) | Disc. (F) | Change (G) | Record (H) | (A + E) (I) | (B + F) (J) | (I + J) (K) |
| Initial | | | | | | | | | | | |
| Disconnect POTS, Add DNCF | \$44.07 | \$28.18 | \$44.07 | \$28.18 | \$2.38 | \$1.90 | \$2.38 | \$0.18 | \$46.44 | \$30.07 | \$76.52 |
| Disconnect DID, Add DNCF | \$44.07 | \$28.18 | \$44.07 | \$28.18 | \$14.96 | \$1.90 | \$2.38 | \$0.18 | \$59.02 | \$30.07 | \$89.10 |
| Disconnect Centrex, Add DNCF | \$44.07 | \$28.18 | \$44.07 | \$28.18 | \$8.70 | \$1.90 | \$2.38 | \$0.18 | \$52.76 | \$30.07 | \$82.84 |
| DNCF STAND ALONE | \$44.07 | \$28.18 | \$44.07 | \$28.18 | \$3.72 | \$1.90 | \$2.38 | \$0.18 | \$47.79 | \$30.07 | \$77.87 |
| Additional | | | | | | | | | | | |
| Disconnect POTS, Add DNCF | \$4.23 | \$1.91 | \$4.23 | \$1.91 | \$1.72 | \$1.63 | \$1.72 | \$0.03 | \$5.95 | \$3.55 | \$9.50 |
| Disconnect DID, Add DNCF | \$4.23 | \$1.91 | \$4.23 | \$1.91 | \$4.17 | \$1.63 | \$1.72 | \$0.03 | \$8.40 | \$3.55 | \$11.95 |
| Disconnect Centrex, Add DNCF | \$4.23 | \$1.91 | \$4.23 | \$1.91 | \$4.17 | \$1.63 | \$1.72 | \$0.03 | \$8.40 | \$3.55 | \$11.95 |
| DNCF STAND ALONE | \$4.23 | \$1.91 | \$4.23 | \$1.91 | \$2.05 | \$1.63 | \$1.72 | \$0.03 | \$6.29 | \$3.55 | \$9.83 |

Assumptions:

New and disconnect costs recovered.

Product mix: 86.4% POTS; 7.8% DID; 5.8% Centrex.

NOTE: May not add due to rounding.

PROPRIETARY INFORMATION
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Product: *Ref/DNCF* - Disconnect End User (POTS/HML/COPT), Add DNCF -- Initial

217.4

| WORK GROUPS | Bottoms Up Direct Embedded Unit Cost | | | |
|--|--------------------------------------|--------------|---------------|---------------|
| | <u>New</u> | <u>Disc.</u> | <u>Change</u> | <u>Record</u> |
| <u>Service Order</u> | | | | |
| A. Sales LISC (Service Representative) | \$44.07 | \$28.18 | \$44.07 | \$28.18 |
| Total Service Order Cost | \$44.07 | \$28.18 | \$44.07 | \$28.18 |
| <u>Channel Connect</u> | | | | |
| A. CSC - MLAC (FACS Administrator) | \$1.55 | \$1.55 | \$1.55 | \$0.00 |
| B. CSC - RCMA (RCMA Administrator) | \$0.20 | \$0.20 | \$0.20 | \$0.00 |
| C. CSC (Customer Service Associate) | \$0.45 | \$0.00 | \$0.45 | \$0.00 |
| D. CABS (Staff Associate) | \$0.18 | \$0.15 | \$0.18 | \$0.18 |
| Total Channel Connect Cost | \$2.38 | \$1.90 | \$2.38 | \$0.18 |
| Total Product Cost | \$46.44 | \$30.07 | \$46.44 | \$28.35 |

Note: May not add due to rounding

PROPRIETARY INFORMATION
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Product: *Ref*/DNCF - Disconnect End User (POTS/HML/COPT), Add DNCF -- Additional

217.4

| WORK GROUPS | Bottoms Up Direct Embedded Unit Cost | | | |
|---|--------------------------------------|---------------|---------------|---------------|
| | <u>New</u> | <u>Disc.</u> | <u>Change</u> | <u>Record</u> |
| <u>Service Order</u> | | | | |
| A. Sales LISC (Service Representative) | \$4.23 | \$1.91 | \$4.23 | \$1.91 |
| Total Service Order Cost | \$4.23 | \$1.91 | \$4.23 | \$1.91 |
| <u>Channel Connect</u> | | | | |
| A. CSC - MLAC (FACS Administrator) | \$1.55 | \$1.55 | \$1.55 | \$0.00 |
| B. CSC - RCMA (RCMA Administrator) | \$0.08 | \$0.08 | \$0.08 | \$0.00 |
| C. CSC (Customer Service Associate) | \$0.06 | \$0.00 | \$0.06 | \$0.00 |
| D. CABS (Staff Associate) | \$0.03 | \$0.00 | \$0.03 | \$0.03 |
| Total Channel Connect Cost | \$1.72 | \$1.63 | \$1.72 | \$0.03 |
| Total Product Cost | \$5.95 | \$3.55 | \$5.95 | \$1.94 |

Note: May not add due to rounding

PROPRIETARY INFORMATION
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Product: *Ref*/DNCF - Disconnect DID, Add DNCF -- Initial

217.2

WORK GROUPS

| | Bottoms Up Direct Embedded Unit Cost | | | |
|--|--------------------------------------|--------------|---------------|---------------|
| | <u>New</u> | <u>Disc.</u> | <u>Change</u> | <u>Record</u> |
| <u>Service Order</u> | \$44.07 | \$28.18 | \$44.07 | \$28.18 |
| A. Sales LISC (Service Representative) | | | | |
| Total Service Order Cost | \$44.07 | \$28.18 | \$44.07 | \$28.18 |
| <u>Channel Connect</u> | \$1.35 | \$1.55 | \$1.55 | \$0.00 |
| A. CSC - MLAC (FACS Administrator) | | | | |
| B. CSC - RCMA (RCMA Administrator) | \$12.84 | \$0.20 | \$0.20 | \$0.00 |
| C. CSC (Customer Service Associate) | \$0.39 | \$0.00 | \$0.45 | \$0.00 |
| D. CABS (Staff Associate) | \$0.38 | \$0.15 | \$0.18 | \$0.18 |
| Total Channel Connect Cost | \$14.96 | \$1.90 | \$2.38 | \$0.18 |
| Total Product Cost | \$59.02 | \$30.07 | \$46.44 | \$28.35 |

PROPRIETARY INFORMATION
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217.2

Product: *REF*/DNCF - Disconnect DID, Add DNCF -- Additional

| WORK GROUPS | Bottoms Up Direct Embedded Unit Cost | | | Record |
|--|--------------------------------------|--------|--------|--------|
| | New | Disc. | Change | |
| Service Order | | | | |
| A. Sales LISC (Service Representative) | \$4.23 | \$1.91 | \$4.23 | \$1.91 |
| Total Service Order Cost | \$4.23 | \$1.91 | \$4.23 | \$1.91 |
| Channel Connect | | | | |
| A. CSC - MLAC (FACS Administrator) | \$1.55 | \$1.55 | \$1.55 | \$0.00 |
| B. CSC - RCMA (RCMA Administrator) | \$2.53 | \$0.08 | \$0.08 | \$0.00 |
| C. CSC (Customer Service Associate) | \$0.06 | \$0.00 | \$0.06 | \$0.00 |
| D. CABS (Staff Associate) | \$0.03 | \$0.00 | \$0.03 | \$0.03 |
| Total Channel Connect Cost | \$4.17 | \$1.63 | \$1.72 | \$0.03 |
| Total Product Cost | \$8.40 | \$3.55 | \$5.95 | \$1.94 |

PROPRIETARY INFORMATION
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Product: *Ref*/DNCF - Disconnect Centrex, Add DNCF -- Initial

217.5

| WORK GROUPS | Bottoms Up Direct Embedded Unit Cost | | | |
|---|--------------------------------------|---------|---------|---------|
| | New | Disc. | Change | Record |
| Service Order | | | | |
| A. Sales LISC (Service Representative) | \$44.07 | \$28.18 | \$44.07 | \$28.18 |
| Total Service Order Cost | \$44.07 | \$28.18 | \$44.07 | \$28.18 |
| Channel Connect | | | | |
| A. CSC - MLAC (FACS Administrator) | \$1.55 | \$1.55 | \$1.55 | \$0.00 |
| B. CSC - RCMA (RCMA Administrator) | \$6.52 | \$0.20 | \$0.20 | \$0.00 |
| C. CSC (Customer Service Associate) | \$0.45 | \$0.00 | \$0.45 | \$0.00 |
| D. CABS (Staff Associate) | \$0.18 | \$0.15 | \$0.18 | \$0.18 |
| Total Channel Connect Cost | \$8.70 | \$1.90 | \$2.38 | \$0.18 |
| Total Product Cost | \$52.76 | \$30.07 | \$46.44 | \$28.35 |

Note: May not add due to rounding

PROPRIETARY INFORMATION
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Pacific Bell

Non-recurring Cost
Direct Number Call Forwarding

217.8

Product: *RCF*/DNCF - Disconnect Centrex, Add DNCF -- Additional

| WORK GROUPS | New | Bottoms Up Disc. | Direct Embedded Change | Unit Cost Record |
|-------------------------------------|--------|------------------|------------------------|------------------|
| <u>Service Order</u> | \$4.23 | \$1.91 | \$4.23 | \$1.91 |
| A. Sales LISC (Service Rep) | \$4.23 | \$1.91 | \$4.23 | \$1.91 |
| Total Service Order Cost | | | | |
| <u>Channel Connect</u> | \$1.55 | \$1.55 | \$1.55 | \$0.00 |
| A. CSC - MLAC (FACS Administrator) | \$2.53 | \$0.08 | \$0.08 | \$0.00 |
| B. CSC - RCMA (RCMA Administrator) | \$0.06 | \$0.00 | \$0.06 | \$0.00 |
| C. CSC (Customer Service Associate) | \$0.03 | \$0.00 | \$0.03 | \$0.03 |
| D. CABS (Staff Associate) | \$4.17 | \$1.63 | \$1.72 | \$0.03 |
| Total Channel Connect Cost | \$8.40 | \$3.55 | \$5.95 | \$1.94 |
| Total Product Cost | | | | |

Note: May not add due to rounding

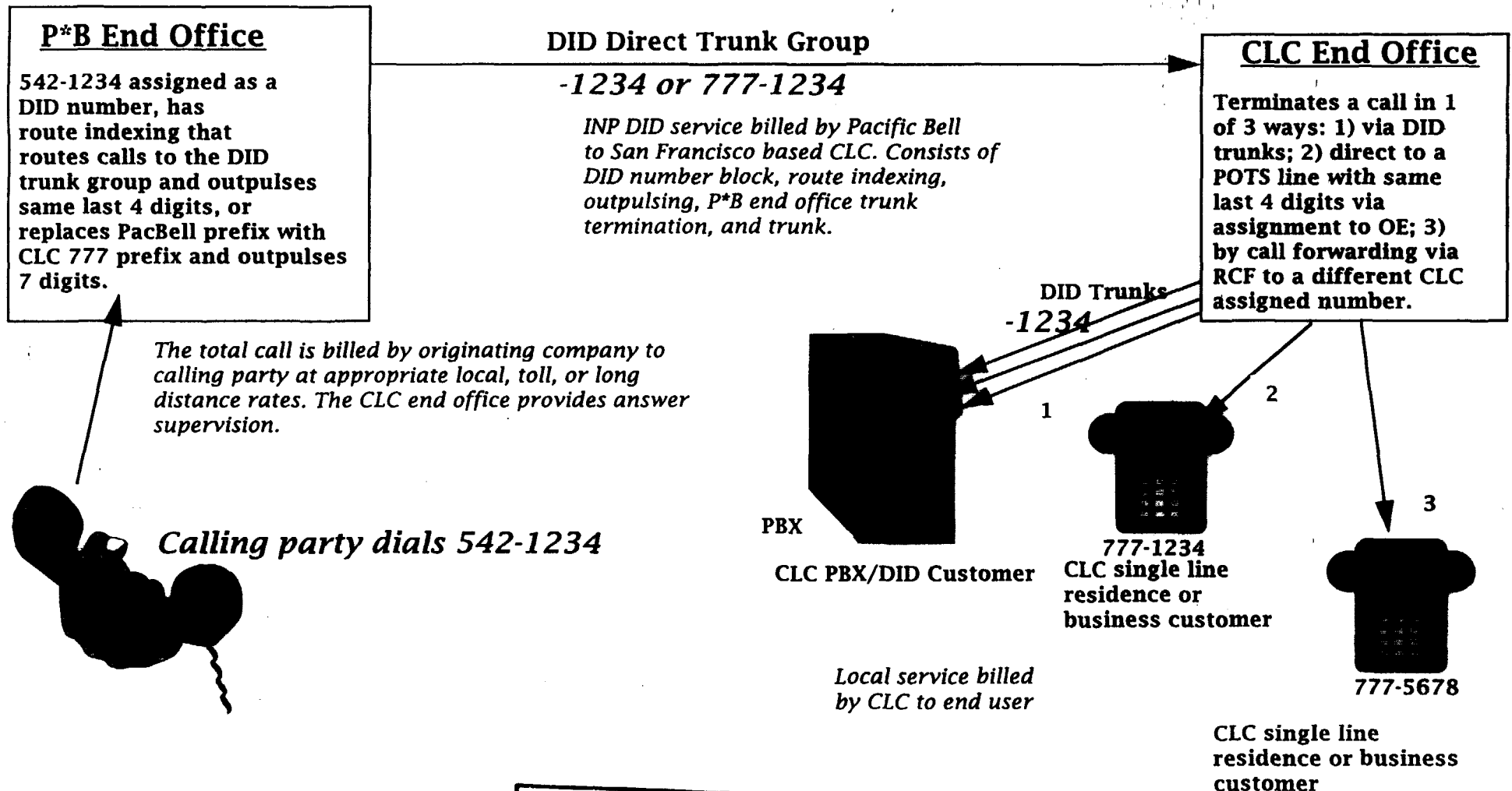
PROPRIETARY INFORMATION
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EXCEPT UNDER WRITTEN AGREEMENT.

DID
Monthly Recurring
Costs

PROPRIETARY INFORMATION
NOT FOR USE OR DISCLOSURE OUTSIDE PACIFIC BELL
EXCEPT UNDER WRITTEN AGREEMENT.

INP Using DID

San Francisco end user changes local service from Pacific Bell to a San Francisco based CLC



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PACIFIC BELL PROFITABILITY REPORT
 COST SUMMARY
 DIRECT EMBEDDED (\$)
 1994 ACTUALS - TOTAL YEAR (BASED ON 10.0% RATE OF RETURN)

PRODUCT : DIRECT INWD DIAL - 100 NBR BLK

| | RECURRING COST |
|---|-------------------|
| NETWORK SUPPORT | 14,687 |
| GENERAL SUPPORT | 227,540 |
| CENTRAL OFFICE | 15,587 |
| INFO. ORGN./TERMIN. | 0 |
| CABLE AND WIRE FACILITES | 0 |
| OTHER PROPERTY PLANT AND EQUIP. | 2 |
| NETWORK OPERATIONS | 192,039 |
| DEPRECIATION AND AMORTIZATION | 461,286 |
| MARKETING | 2,021,344 |
| CUSTOMER SERVICES | 832,414 |
| EXECUTIVE AND PLANNING | 0 |
| GENERAL AND ADMINISTRATIVE | 566,486 |
| OFFICIAL COMPANY SERVICES | 82,747 |
| OTHER | 0 |
| EXPENSES | 4,414,132 |
| INCOME TAX AT EQUITY RETURN REQUIREMENT | 116,827 |
| OTHER OPERATING TAXES | 69,974 |
| TAXES | 186,801 |
| INTEREST AND RELATED ITEMS | 77,099 |
| EQUITY RETURN REQUIREMENT | 197,533 |
| MISCELLANEOUS | 274,632 |
| TOTAL COST | 4,875,565 |
| UNIT COST | 7.93 |
| RATE OF RETURN * *: | 10.0% |

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PACIFIC BELL PROFITABILITY REPORT
COST SUMMARY
DIRECT EMBEDDED (\$)
1994 ACTUALS - TOTAL YEAR (BASED ON 10.0% RATE OF RETURN)

PRODUCT : DIRECT INWD DIAL - CKT TERML

| | RECURRING COST |
|---|-------------------|
| NETWORK SUPPORT | 7,235 |
| GENERAL SUPPORT | 1,393,159 |
| CENTRAL OFFICE | 2,420,739 |
| INFO. ORIGN./TERMIN. | 0 |
| CABLE AND WIRE FACILITES | 0 |
| OTHER PROPERTY PLANT AND EQUIP. | 2 |
| NETWORK OPERATIONS | 2,138,591 |
| DEPRECIATION AND AMORTIZATION | 5,752,018 |
| MARKETING | 1,084,555 |
| CUSTOMER SERVICES | 520,519 |
| EXECUTIVE AND PLANNING | 0 |
| GENERAL AND ADMINISTRATIVE | 827,079 |
| OFFICIAL COMPANY SERVICES | 123,003 |
| OTHER | 0 |
| EXPENSES | 14,266,900 |
| INCOME TAX AT EQUITY RETURN REQUIREMENT | 2,528,872 |
| OTHER OPERATING TAXES | 609,474 |
| TAXES | 3,138,346 |
| INTEREST AND RELATED ITEMS | 1,868,910 |
| EQUITY RETURN REQUIREMENT | 4,275,873 |
| MISCELLANEOUS | 5,944,783 |
| TOTAL COST | 23,350,029 |
| UNIT COST | 11.15 |

RATE OF RETURN * *: 10.0%

PROPRIETARY INFORMATION
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EXCEPT UNDER WRITTEN AGREEMENT.

PACIFIC BELL PROFITABILITY REPORT
 COST SUMMARY
 DIRECT EMBEDDED (\$)
 1994 ACTUALS - TOTAL YEAR (BASED ON 10.0% RATE OF RETURN)

PRODUCT : ACCESS TRUNKS - BUS

| | RECURRING COST | |
|---|-------------------|-------|
| NETWORK SUPPORT | 96,140 | 3 |
| GENERAL SUPPORT | 2,238,833 | 3 |
| CENTRAL OFFICE | 2,829,591 | 7 |
| INFO. ORIGN./TERMIN. | 745,072 | 1 |
| CABLE AND WIRE FACILITES | 5,415,479 | : |
| OTHER PROPERTY PLANT AND EQUIP. | 11 | : |
| NETWORK OPERATIONS | 8,200,681 | : |
| DEPRECIATION AND AMORTIZATION | 32,031,929 | : |
| MARKETING | 8,689,390 | : |
| CUSTOMER SERVICES | 3,096,417 | : |
| EXECUTIVE AND PLANNING | 0 | : |
| GENERAL AND ADMINISTRATIVE | 4,896,785 | : |
| OFFICIAL COMPANY SERVICES | 804,923 | : |
| OTHER | 0 | : |
| EXPENSES | 69,045,251 | |
| INCOME TAX AT EQUITY RETURN REQUIREMENT | 6,287,370 | |
| OTHER OPERATING TAXES | 2,901,572 | |
| TAXES | 9,188,942 | |
| INTEREST AND RELATED ITEMS | 6,974,812 | |
| EQUITY RETURN REQUIREMENT | 11,720,333 | |
| MISCELLANEOUS | 18,695,145 | |
| TOTAL COST | 96,929,338 | 1 |
| UNIT COST | 14.29 | |
| RATE OF RETURN * *: | | 10.0% |

PROPRIETARY INFORMATION
 NOT FOR USE OR DISCLOSURE OUTSIDE PACIFIC BELL
 EXCEPT UNDER WRITTEN AGREEMENT.

DID

Non-recurring

Costs

PROPRIETARY INFORMATION
NOT FOR USE OR DISCLOSURE OUTSIDE PACIFIC BELL
EXCEPT UNDER WRITTEN AGREEMENT.

Pacific Bell

Non-recurring Cost
PBX Trunk Line Services

Business PBX Trunks
DIRECT EMBEDDED COSTS

| Product Description | SERVICE ORDER | | | | CHANNEL CONNECT | | | | TOTAL NEW SERVICE = (A + E) (I) | TOTAL DISC. SERVICE = (B + F) (J) | TOTAL NEW & DISC. = (I + J) (K) |
|---|---------------|--------------|---------------|---------------|-----------------|--------------|---------------|---------------|---|---|---|
| | New (A) | Disc. (B) | Change (C) | Record (D) | New (E) | Disc. (F) | Change (G) | Record (H) | | | |
| ACCESS TRUNKS - BUS BASIC - INITIAL | \$69.79 | \$8.02 | \$20.23 | \$8.38 | \$82.56 | \$32.15 | \$72.00 | \$1.25 | \$152.34 | \$40.17 | \$192.51 |
| * ACCESS TRUNKS - BUS BASIC + White Page Listing | | | | | | | | | | | \$194.42 |
| DIRECT INWARD DIAL - 100 NUMBER BLOCK | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$15.82 | \$4.49 | \$7.17 | \$0.00 | \$15.82 | \$4.49 | \$20.31 |
| DIRECT INWARD DIAL - CKT TERMINAL | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$15.82 | \$4.49 | \$7.17 | \$0.00 | \$15.82 | \$4.49 | \$20.31 |
| * See Directory Listings Exhibit for Product Detail White Page Listings - Pacific Bell | \$0.61 | \$0.08 | | | \$1.10 | \$0.12 | | | \$1.71 | \$0.20 | \$1.91 |

Assumptions: New and Disconnect costs recovered.

NOTES:

Initial is the first line/trunk placed on a service order. Additional is the subsequent line/trunk placed on the same service order as the initial.

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Product: Access Trunks Basic - Business Initial

(3.24)

| WORK GROUPS | Bottoms Up Direct Embedded Unit Cost | | | |
|---------------------------------------|--------------------------------------|--------------|---------------|---------------|
| | <u>New</u> | <u>Disc.</u> | <u>Change</u> | <u>Record</u> |
| <u>Service Order</u> | | | | |
| A. Service Representative | \$23.84 | \$4.71 | \$11.86 | \$5.56 |
| B. Order Writer | \$14.26 | \$1.26 | \$6.21 | \$2.39 |
| C. AE/ AET | \$2.22 | \$0.14 | \$0.14 | \$0.06 |
| D. Consultant | \$1.04 | \$0.15 | \$0.16 | \$0.04 |
| E. Manager | \$2.44 | \$0.15 | \$0.16 | \$0.04 |
| F. System Design Consultant | \$2.15 | \$0.13 | \$0.14 | \$0.06 |
| G. Sales Support Manager | \$23.83 | \$1.47 | \$1.55 | \$0.20 |
| H. Service Advisor | \$0.02 | \$0.00 | \$0.00 | \$0.03 |
| Total Service Order Cost | \$69.79 | \$8.02 | \$20.23 | \$8.38 |
| <u>Channel Connect</u> | | | | |
| A. MLAC (FACS Administrator) | \$2.09 | \$4.17 | \$3.34 | \$1.25 |
| B. I & M (Services Technician) | \$79.18 | \$27.32 | \$67.23 | \$0.00 |
| C. FOC-IC (Maintenance Administrator) | \$1.29 | \$0.66 | \$1.43 | \$0.00 |
| Total Channel Connect Cost | \$82.56 | \$32.15 | \$72.00 | \$1.25 |
| Total Product Cost | \$152.34 | \$40.17 | \$92.22 | \$9.64 |

NOTE: May not add due to rounding.

ACCESS TRUNKS - BUS BASIC - Average number of trunks per order (8 trunks)

Cost for white page listing shown on exhibit.

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